



BLOOMEX

STATUSES

List of statuses

Production status

Paid
Open Investigation
Resend

CS Manager status

Paid Partial Info
Pending
Investigation
Supervisor Review
Refund Pending
Refund Approved
Store Credit Pending
Store Credit
On Hold

Order status

Refunded
Cancelled
Quote
UPDATED
Delivered
Confirmed
In packaging / In transit

Paid Partial Info

First status of a new order

Status “paid partial info” means that the item was selected, as well as the delivery date and delivery postal code. We still need to add an occasion, full recipient info and card message. If customer does not complete the order at the first onset, we send him a link. If details are provided, the order goes to “Paid”.

“Paid” appears after the status “paid partial info”. Usually it appears automatically after you or customer completes the order. That status means that order has been placed, all the info was entered and saved, and it is to be “Confirmed” by production/warehouse.

ORDER DETAIL

[Order History](#)[Edit Card Message](#)[Special Instructions](#)[3612799](#)[Order Condition](#)[Rating of Custom](#)

C/N	W/N	DM/N	Status	User name	Comment
✓	✗	✗	Paid Partial Info	theolawolf@yahoo.ca	From frontend Mozilla/5.0 (Windows; U; Windows NT 6.0; en-US; rv:1.9.1.3) Gecko/20090519 Firefox/3.5.3 Safari/537.36 beanstream(1176819)
✗	✗	✗	Paid	theolawolf@yahoo.ca	Pending Delivery Address -> Paid
✓	✗	✗	Confirmed	vancouver3@bloomex.ca	
✓	✗	✗	Outgoing SMS	16047150140	Bloomex Order #3612799 has been
✓	✗	✗	in transit	driverApp	Driver: Pavel_____ Local Driver Driver information: Service_name_and_phone_number [Pavel Delivery.+7788833788
✓	✗	✗	Delivered	Driver	Driver Pavel_____ reported delivery View Attached Image(s)
✓	✗	✗	Delivered	driverApp	update from driver app

Paid

Order is ready for production to be confirmed & delivered. Rules:

If you take from "Paid" - order will not be sent out. Please think twice before you change "Paid" to any other status.

When customer would like to add/purchase something else or replace bouquet or gift basket to any other and cost of production is more than customer paid, you can leave a note about it under "Pending" with "Include this comment". IF THE DELIVERY DATE IS TODAY please also send a message to the supervisor.

Date Added	C/N	W/N	DM/N	Status	User name	Comment
2021-11-02 10:41:37	✓	✗	✗	Paid Partial Info	em__ily@hotmail.com	From frontend Mozilla/5.0 (Macintosh; Intel Mac OS X 10_15_7) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/95.0.4638.54 Safari/537.36 beanstream(117681989)
2021-11-02 10:47:01	✗	✗	✗		Cron	sent shipping form request
2021-11-02 11:02:11	✗	✗	✗	Paid	em__ily@hotmail.com	Pending Delivery Address -> Paid
2021-11-02 11:04:35	✗	✗	✗	Paid	ruslan.sobashchuk@bloomex.ca	Update Delivery Info: {"first_name":"Emily","last_name":"Lim"}
2021-11-02 11:06:41	✗	✗	✗	Pending	ruslan.sobashchuk@bloomex.ca	please Morning delivery extra TY Emily Lim 4516076004504964 04/22 368// ph

3407493

credit card info →

Pending

Need to charge client's card

Payment of a new order. Means that for unknown reason credit card of customer wasn't charged (was declined) and money haven't been taken. If visa continues to be declined, please ask for a proper billing info.

When we require any additional charge from a customer, it may be re-delivery fee \$14.99.

If customer would like to add any extra product to the order or switch delivery time frame and you have time to make this change please take SKU number of the product and take full credit card details from a customer



Confirmed

Status "Confirmed" can be used by production only.

When you see order under status "Confirmed", it means that order has been received and confirmed by the florist and printed, order is getting prepared and courier assigned for delivery. Once it is printed off, they will no longer look at the details of the order.

Once order is under "Confirmed", you can change it to any other status you need to - depending on the situation and what your customer is requesting.

If any changes are requested, order must be put in "**Open Investigation**" to request the change from the florist.

Open investigation

What you can put to OI:

Ask warehouse delivery details for local address.

Inform florist about changes applied to the order. Once order is “Confirmed” and you want to change something on the order file, you must inform florist about this changes. Card message, instructions, address for delivery, product

Ask florist what was sent if customer claims missing item.

You can put to “Open Investigation” and ask minor questions such as when order will be sent/re-sent, do they have in stock requested items and etc.

2021-11-02 11:41:13	✗	✗	✗	Paid	mmokgolodi@gmail.com	Pending Delivery Address -> Paid
2021-11-02 11:42:56	✓	✗	✗	Confirmed	calgary@bloomex.ca	
2021-11-02 11:48:50	✓	✓	✗	Confirmed	anna.strizhak@bloomex.ca	Changed delivery date from 12-11-2021 to 02-11-2021.
2021-11-02 11:49:03	✓	✗	✗	Confirmed	anna.strizhak@bloomex.ca	Resend Confirmation Email
2021-11-02 12:01:11	✗	✓	✗	Open Investigation	anna.strizhak@bloomex.ca	date was changed, confirm and put on invest // cust said she chose 2 Nov as the date of the delivery, but in the confirmation it turned out to be 12th Nov. I had min 3 orders with such a glitch, I guess it was not cust's fault

warehouse was notified

Investigation Supervisor review

What you can put in “Investigation”:

hard and doubtful issues that you cannot resolve.

When customer does not agree with our terms, options offered and will threaten with legal actions. There can be cases of hard customers and those are better to be handled by manager.

You can ask a manager to send a personal email for customer.

Issue with delivery done through Purolator/FedEx.

The status supervisor review can be put only by a manager for an incoming call.

service api						
2021-11-02 09:11:05	✓	✗	✗	in transit	winnipeg2@bloomex.ca	Driver: Courier - SnapDragon Curtis Driver information: SnapDragon Curtis.204-897-9096
2021-11-02 11:30:04	✗	✗	✗	in transit	Purolator Cron Bot - delivery service api	Address correction required - incomplete / incorrect address provided
2021-11-02 19:22:18	✗	✗	✗	Investigation	maksim.pogromsky@bloomex.ca	purolator says it's incorrect address. cust says she has already got parcels there and if not today, please, refund . it is a civic delivery address. idk what to do. please, advise/ph Magnus

In transit, delivered, packaging

On route

“In transit” means the order is on route with a courier

“Delivered” means the order was left in a safe place or handed to the recipient or someone who accepted it. When you see a delivery update not from the driver, but from the Cron Bot – this is false information (blame a system glitch)

“Production\Packaging\In packaging” means the warehouse prepares the order to be sent out with an overnight courier.

Date Added	C/N	W/N	DM/N	Status	User name	Comment
2021-11-02 21:45:39	✓	✗	✗	Paid Partial Info	tyler.runia01@gmail.com	From frontend Mozilla/5.0 (iPhone; CPU iPhone OS 15_1 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/15.1 Mobile/15E148 Safari/604.1 beanstream(117681989)
2021-11-02 21:48:48	✗	✗	✗	Paid	tyler.runia01@gmail.com	Pending Delivery Address -> Paid
2021-11-03 07:34:32	✓	✗	✗	Confirmed	halifax2@bloomex.ca	
2021-11-03 08:36:19	3408284	✗	✗	in transit	driverApp	Driver: Lynne Bloomex Driver Driver information: 1-9028182122

“On hold” means the customer will receive our options again, both by phone and by email.

“Minor substitution \ Order completed with substitution” is used to leave a note that an item was changed.

Statuses “Quote” and “Corporate” are used only by corporate managers. Their contact information is corporate@bloomex.ca

2021-10-30 13:24:12	✓	✗	✗	Paid Partial Info	jenallen163@gmail.com	From frontend Mozilla/5.0 (Macintosh; Intel Mac OS X 10_15_7) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/94.0.4606.61 Safari/537.36 beanstream(117681989)
2021-10-30 13:30:02	✗	✗	✗		Cron	sent shipping form request
2021-10-30 14:01:58	✗	✗	✗	Paid Partial Info	elena.selidevskaya@bloomex.ca	Dear Jennifer, Thank you for your business with Bloomex. Your order is not completed yet. We sent you a link to input shipping information. If you face any problem please feel free to contact us. You can visit our Live Chat or simply reply to this email. Kind regards, Bloomex Team
2021-10-30 14:02:29	✗	✗	✗	Paid Partial Info	elena.selidevskaya@bloomex.ca	sms vip
2021-10-31 12:38:52	✗	✗	✗	Paid Partial Info	tanya.koretskaya@bloomex.ca	vip, sms
2021-11-01 10:19:23	✗	✗	✗	Paid Partial Info	becky@bloomex.ca	vm
2021-11-01 12:26:19	✓	✗	✗	On Hold	becky@bloomex.ca	Dear Jennifer, thank you for your business with Bloomex. You placed the order with us recently but never provided the delivery address. We tried to get in touch with you, but all the phone calls were unsuccessful. We have put your order on hold until further instructions. Kindly give us a call once you'll be ready to proceed and provide the order number 03404924 and new up-to-date shipping info. Also, you could visit our website and choose any other product up to the price paid and we will send it with the upgrade. Please note, we deliver all over Canada. We look forward to keeping your valuable business. Best regards, Bloomex Team
2021-11-01 12:27:33	✗	✗	✗	On Hold	becky@bloomex.ca	vip sent with correct order number

Resend

When we can use it:

- If customer claims bad quality or wrong product, we have pictures of what was received and are able to confirm damage/dissimilarity to the product.
- Order is not received as no one was there to accept it.
- Order was lost or stolen.
- If customer is not happy with Teleflora order and agrees with resend, you should put to «Paid» and choose nearest production.

2021-11-02 14:00:04	✗	✗	✗	Delivered	Purolator Cron Bot - delivery service api	Shipment delivered
2021-11-02 17:12:55	✗	✗	✗	Delivered	api_Albus	Message from vacationstakeflight@gmail.com:
2021-11-02 17:12:56	✗	✗	✗	Delivered	api_Albus	Image from customer: View Attached Image(s)
2021-11-02 17:16:20	✗	✗	✗	Delivered	api_Albus	Message from vacationstakeflight@gmail.com:
2021-11-02 17:24:33	✗	✓	✗	RESEND	asta@bloomex.ca	Please, resend the order without sub. I informed the cust that it can take 7 days, thx///
2021-11-02 17:24:49	✗	✗	✗	RESEND	asta@bloomex.ca	mark : Picky customer description : extremely picky

Store credit pending

Store credit

If customer agrees with store credit, please put “Store credit pending” and match only “Include this comment”.

After a manager will review this case and store credit will be issued, we can proceed with it. Please just notify the reason of store credit, for example, late delivery or bad product so we can know how much we can issue.

Managers put the amount of store credit on the status “Store credit”. Then, the discount is issued, instructions are sent and the order goes to “Updated”.

2021-11-02 13:43:49	✗	✗	✗	Store Credit pending	ernesto@bloomex.ca	please issue \$10 sc for the missing discount, thank you.
2021-11-02 14:00:03	✗	✗	✗	Store Credit	sandy@bloomex.ca	
2021-11-02 16:04:43	✓	✗	✗	UPDATED	sandy@bloomex.ca	Hello Penny, We have issued under your email address a store credit in the value of \$10. Store credits do not have a time limit, however, they are one-time use. Store credits do not cover taxes and delivery. Store credits cannot be combined with any other discount or coupon. To use this credit simply enter your email address into the coupon field upon your next order with Bloomex. Please allow 24 hours advance notice prior to delivery when using a store credit. Store credit order are valid between Tuesday-Friday delivery when ordered one day in advance prior to 3:30 PM. We look forward to making your next delivery a great one! Regards, Bloomex

Refund Pending

Refund Approved

Refund means that order amount should be refunded in full or partially and should be approved my manager. You can put to «Refund Pending» with a reason and explanation what needs to be refunded. Before promising customer refund, make sure that it was actually paid for.

2021-11-01 11:02:53	✗	✓	✗	Open Investigation	emma@bloomex.ca	no pls dont we will refund thx
2021-11-01 11:03:09	✓	✗	✗	Open Investigation	emma@bloomex.ca	Hello, Our team has received your cancellation request. We will get this resolved as quickly as possible. Please give us some time and we will get back to you shortly. We appreciate your patience during this time. Regards, Bloomex
2021-11-01 11:46:39	✗	✗	✗	Investigation	trenton2@bloomex.ca	will not send thank you
2021-11-01 12:32:24	✗	✗	✗	Refund Pending	emma@bloomex.ca	in full pls location
2021-11-01 12:57:58	✗	✗	✗	Refund Approved	ana@bloomex.ca	
2021-11-01 13:49:48	✓	✗	✗	Refunded	cathy@bloomex.ca	Dear Wanda, thank you for your business with us. Please accept our apologies for the caused inconvenience. We have issued a refund of your order. You can expect to see the amount appear in your bank account in the next 4-7 business days.? Transaction Adjusted By: Trans. Id Date Amount Type Transaction Response 11537935 2021-11-01 13:49:14.2676076 73.43 CAD R Approved Regards, Bloomex

When the manager proves the amount of future refund the order goes to “refund approved”, the actual refund takes place under the status “refunded” and the transaction number is sent by email.

Updated

2021-11-02 10:30:25	✗	✗	✗	In Packaging	api_Algus	Message from jcfarquharson@hotmail.com: Could you send me a picture when it's done. Thank you. Cherylyn Farquharson Get Outlook for iOS
2021-11-02 16:13:00	✓	✗	✗	UPDATED	sveta.antonova@bloomex.ca	Hello, Cherylyn. Thank you for contacting us. Unfortunately, due to high volume of the orders, we have no option to take pictures of the order before delivery. Your order will be delivered tomorrow as requested in a perfect way. Thank you for your business with us, Bloomex

- When customer/recipient via Live Chat/email claims bad quality of product you can leave a comment in order history about it under "Updated" and "Leave this comment" so we can know for future that customer or recipient contacted us and it won't be late complaint.
- When customer contacted us via Live Chat about any issue and you offered our options, but customer left Chat without any straight answer how they to proceed.
- When you see that current status is "Updated" and customer provided via Live Chat/email non-important comment about delivery/our company/situation with the order.
- No one checks that status.